Louisville Metro 311 & MSD Mobile App User Guide

Please note that if your issue is an emergency you should contact 911.
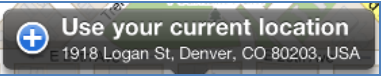
It is strongly recommended that you enter your contact information so we can contact you if further information is needed to resolve the issue you reported.

Reporting a Problem

Tap **Report a problem** *Create a new service request*. The Required Steps can be done in any order.

Where?

If you are currently at the location of the issue tap **Where?** *Locate the problem on a map* to show your current location. If you need to refresh the location information tap refresh ⊕

Once the location is displayed tap **⊕ Use your current location** *1918 Logan St, Denver, CO 80203, USA*. You will be taken back to the Required Steps screen and your current location will be displayed.

If you want to enter a different location from the one you are currently at tap **Where?** *Locate the problem on a map* then tap 🔍. You can now enter the street address the problem is located at.

Once the location is displayed tap ⊕. You will be taken back to the Required Steps screen and your current location will be displayed.

If you want to save a location and report the problem later first tap **Saved locations** *Report a problem later* ❯ on the main screen then tap 'Save my current location'. Your current location will be saved. Then to select this location tap **Where?** *Locate the problem on a map* then the menu button, then 'Saved Locations' and select your saved location

What?

Tap **What?** *Describe what's wrong* to view the Service Request Groups. Tap the name of the group then tap the problem name.

Contact Information

Tap **Contact Information** *Add contact information to request*, enter your contact information then tap ✓.

Take a Picture

Tap **Take a Picture** *Snap a photograph of the problem* then tap 📷 to take the picture. Tap ✓ when done.

Notes

Please complete this step if additional information would help us to locate and resolve the issue

Tap **Notes** Enter extra info about the problem and enter a description of the issue. Tap ✓ when done.

Once these steps have been completed tap **Submit** to report the issue. You will receive a popup window thanking you for your submission

Viewing Your Request(s)

If you provided us with an email address you will receive confirmation of your request.

To view the status of problems you have submitted tap **My requests** View your sevice request history . Tap the name of the request to view the request status and a summary of the information you submitted. The following statuses may be displayed:

[Note: some steps may be skipped depending on the nature of the problem]

- New: Service Request created but not assigned to a Metro/MSD employee
- Assigned: Service Request assigned to an employee for further investigation
- Scheduled: Inspection scheduled (if applicable)
- Inspected: The problem has been investigated and a course of action determined
- Work in Progress: A work order has been created to address the problem
- Resolved: The problem has been resolved

Note: Requests that are older than 90 days will be deleted from this screen.